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ABSTRACT

This outline and bibliography were prepared by the Institute for Certifying Secretaries, a department of Professional Secretaries International, as a means of acquainting candidates and educators with the Certified Professional Secretary Examination. The first section of the guide outlines six sections of the test, explaining what is tested and the percentage of scores for each sub-area of knowledge. The six parts are as follows: (1) behavioral science in business; (2) business law; (3) economics and management; (4) accounting; (5) office administration and communication; and (6) office technology. The second section is a bibliography listing references for each of the six parts of the test, as well as for a board overview of the test. It also provides a list of publishers' names, addresses, and telephone numbers. (KC)

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EXAMINATION

OUTLINE AND BIBLIOGRAPHY
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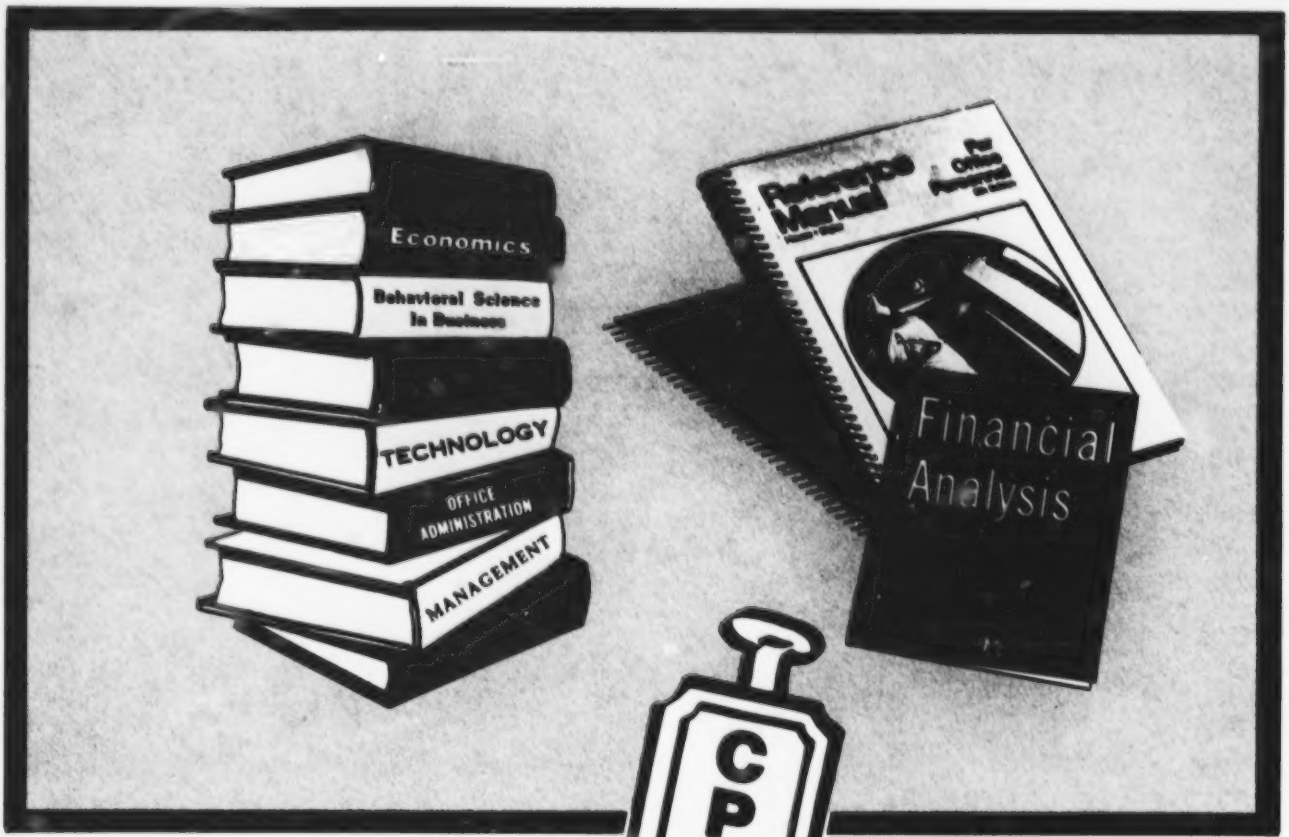

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CERTIFIED PROFESSIONAL SECRETARY EXAMINATION OUTLINE AND BIBLIOGRAPHY

The Institute for Certifying Secretaries, a department of Professional Secretaries International, presents this outline and bibliography as a means of acquainting candidates and educators with the CPS Examination. It should be understood that the outlines and the texts for the individual parts are not intended to prescribe exactly the content of the examination; they are intended to indicate the areas in which secretaries should possess knowledge, skill, understanding, and judgment.

Of course, study of the recommended material does not guarantee that you will pass, but it should certainly guide your intelligent preparation for the CPS Examination.

The CPS Examination is predicated on the premise that a competent secretary should know how to apply the principles of good human relations and have basic knowledge of business law, economics, management principles, business organization, psychology, and accounting. It is also expected that a competent secretary will be thoroughly familiar with current techniques in secretarial practices and procedures, will be aware of developments in office management and technology, and will be proficient in transcription and composition skills (although these skills are not tested in the examination by taking notes and transcribing them on a typewriter).

The examination includes a mix of three levels of questions designed to test (1) basic knowledge such as facts, terminology, dates; (2) understanding of concepts, procedures, and principles; and (3) application of concepts.

Examination questions appear in four formats (1) multiple choice (one best response); (2) multiple true-false; (3) matching; and (4) clinical set.

Reading speed and comprehension aid in taking the CPS Examination. A rapid reading course may be helpful.

Part I

BEHAVIORAL SCIENCE IN BUSINESS

Items: 120 **Time: 105 Minutes**

Items This part of the examination tests the principles of human relations and organizational dynamics in the work place. It focuses on needs, motivation, nature of conflict, problem-solving techniques, essentials of supervision and communication, leadership styles, and understanding of the informal organization.

20%-25% I. Understanding the individual/self
- A. Attitudes and values
- B. Cognitive styles
- C. Defense mechanisms
- D. Heredity and environment
- E. Motivation
- F. Personality

10%-15% II. Groups
- A. Characteristics of groups
- B. Group identification and dynamics
- C. Social pressure in groups
- D. Type of groups

15%-20% III. Leadership dynamics
- A. Characteristic of leaders
- B. Different leadership styles
- C. Leadership effectiveness
- D. Leadership responsibilities
- E. Leadership theory

10%-15% IV. Interpersonal communication
- A. Active listening
- B. Communications for understanding
- C. Informal and formal communications
- D. Nonverbal communication

10%-15% V. Managing change
- A. Conflict management
- B. Nature and process of change
- C. Resisting and facilitating change
- D. Stress management

5%-10% VI. Personnel selection and development
- A. Career development
- B. Coaching and counseling
- C. Effective interviewing
- D. Evaluation and performance appraisal
- E. Role-model implications

Items

5%-10% VII. Training for learning
- A. Characteristics of the training process
- B. Learning process
- C. Types of learning

5%-10% VIII. Human capabilities and limitations
- A. Impact of technology in the work place
- B. Job design and/or redesign
- C. Task analysis
- D. Work teams

Part II

BUSINESS LAW

Items: 120 **Time: 105 Minutes**

Items (60% Theory, 40% Cases)

This part of the examination attempts to measure (1) the secretary's knowledge of the principles of business law and (2) knowledge of the effect of governmental controls of business.

A course in business law would be helpful in preparing for this portion of the examination.

14%-16% I. Contracts
- A. Elements
  1. Valid subject matter
  2. Mutuality of agreement
  3. Consideration
  4. Capacity of parties
  5. Form required by law
- B. Formation
  1. Offer
  2. Acceptance
- C. Types
  1. Quasi
  2. Bilateral and unilateral
  3. Express or implied
  4. Formal and simple
- D. Breach of contracts--remedies
- E. Statute of Limitations
- F. Statute of Frauds

Items		
2%	II.	Bailments A. Creation and termination B. Relationship C. Types D. Obligations
4%-5%	III.	Agency A. Creation B. Types of agencies and agents C. Rights and obligation of 1. Principal 2. Agent 3. Third party
10%-12%	IV.	Sales A. Nature and form B. Transfer of title and/or risk of loss C. Warranties D. Rights and remedies E. Product liability F. Insurable interest
13%-15%	V.	Real, personal, and intellectual property A. Real property 1. Nature of real property 2. Acquisition of title 3. Types of deeds 4. Landlord and tenant relationship 5. Mortgages, first and second B. Personal property C. Disposition of real and personal property (wills, trusts, sales, gifts, etc.) D. Patents and copyrights
12%-13%	VI.	Negotiable instruments A. Elements B. Types C. Transfer D. Defenses
4%-6%	VII.	Court procedures A. Subpoenas and depositions B. Bankruptcy C. Tort D. General court procedures

Items

10%-15% VIII. Business
- A. Types of business entities--form, creation, and termination
  - 1. Corporations
  - 2. Partnerships
  - 3. Other entities
- B. Regulation of industry
  - 1. Antitrust legislation
  - 2. Federal Trade Commission
  - 3. Uniform Commercial Code
  - 4. Public utilities
  - 5. Public transportation
- C. Consumer and environmental protection legislation
- D. Freedom of Information Act
- E. Public/privately held companies
  - Securities and Exchange Commission

7%-9% IX. Regulation of employment
- A. Federal legislation
  - 1. Rights
  - 2. Obligations
- B. Unemployment benefits
- C. Equal employment opportunity
- D. Employee protection acts
- E. Fair Labor Standards Act
- F. Fair employment practices acts

6% X. Government regulatory agencies
- A. Interstate Commerce Commission
- B. Federal Energy Regulatory Commission
- C. Federal Communications Commission
- D. Environmental Protection Agency
- E. Consumer Product Safety Commission
- F. State public utilities commissions

Part III

ECONOMICS AND MANAGEMENT

Items: 120 **Time: 105 Minutes**

Items This part consists of two major subject areas: (35%) economics and (65%) management. Emphasis is placed on understanding of the basic concepts underlying business operations. Key economic and management principles as well as the latest governmental regulations in business are covered in this part of the examination.

Items

Courses in basic economics and management may be helpful in preparing for the examination.

35% I. Economics

A. Basic concepts of economics
1. Private property and the profit motive
2. Supply and demand--effect on cost and production
3. Markets--effect on prices and production
a. Competitive markets
b. Imperfectly competitive markets (monopoly, oligopoly, monopolistic competition)
c. Composition of output and allocation of resources
d. Distribution of income (wages, interest, profit)

B. National income and its determinants
1. National income measurement concepts
2. Determination of national income
3. Fluctuations in national income
4. Growth of national income
5. Current measures of economic performance (output, income, commodity prices, security prices, interest rates, yields, wages/hours, sales)
6. Public sources of economic information

C. The financial system
1. Monetary standards and money supply
2. Credit creation and credit instruments
a. Negotiable instruments
b. Letters of credit
3. Federal Reserve System and its role (U.S. candidates only)
Canadian Banking System and its role (Canadian candidates only)
Bank of Jamaica and its role (Jamaican candidates only)
4. Commercial banks
5. Savings and other financial institutions (savings banks, investment banks, insurance companies, credit unions)
6. Federal loan insurance agencies (Federal Housing Authority, Federal Deposit Insurance Corporation, Small Business Administration or Jamaican interest, loans and insurance agencies)
7. Banking services
8. National monetary and fiscal policy

D. Business involvement in current social and economic programs
1. Conservation of natural resources

Items

2. Consumerism
3. Pollution control
4. Equal employment opportunity

E. International trade
1. Common markets and/or Jamaican Common Market-CARIFTA
2. Balance of payments
3. Balance of trade
4. International finance
5. Multinational business operations

45% II. The nature and functions of management

A. Forms of business organization--characteristics, advantages and disadvantages
1. Individual proprietorship
2. Partnership
3. Corporation (includes conglomerates, holding companies, foundations)
4. Syndicate or joint venture
5. Cooperative

B. Decision-making processes
1. Logical reasoning
2. Quantitative analysis techniques
a. Use of statistics
b. Operations research
c. Decision tables
3. Brainstorming

C. Planning
1. Planning principles
2. Policy formulation
3. Management by Objectives

D. Organizing
1. The organization process
2. Principles of organization
3. Authority, responsibility, accountability, and cross-functional relationships
4. Tools in organizing--charts and manuals

E. Leading
1. Role of the supervisor
2. Role of the subordinate

F. Controlling
1. The control process
2. Standards and standardization--quantity, quality, cost, and time standards
3. Management by Exception

G. Communicating
1. Policies and procedures
2. Meetings
3. Feedback

Items

20% III. Fields of management

A. Human resources management
   1. Composition of labor force
   2. Job analysis, job description, job specifications, and job evaluation
   3. Recruitment and selection
   4. Training and development
   5. Employee performance appraisal
   6. Compensation administration (incentive and merit plans)
   7. Employee benefits (including statutory and nonstatutory plans, health, insurance and pension plans)
   8. Employee suggestion systems
   9. Union-management relations

B. Production management
   1. Facilities
   2. Materials--procurements, processing and control
   3. Methods and quality control
   4. Planning and scheduling

C. Marketing management
   1. Marketing policy
   2. Advertising
   3. Sales analysis and control
   4. Market analysis--consumer behavior--forecasting
   5. Transportation--traffic management functions (economical and efficient procurement and arrangement of all transportation services)

D. Public relations

Part IV

ACCOUNTING

Items: 100 **Time: 120 Minutes**

Items (80% Definition/Theory, 20% Computations)

Part IV attempts to measure (1) knowledge of the elements of the accounting cycle; (2) ability to analyze financial statement accounts; (3) ability to perform arithmetical operations associated with accounting, computing interest and discounts; and (4) ability to summarize and interpret financial data.

Items

Preparation for Part IV should include a study of financial accounting and managerial accounting. Examinees should be aware of current regulations concerning income tax, payroll tax and unemployment compensation.

NOTE: AN INDIVIDUALLY-OWNED, HAND-HELD, SILENT, NON-PROGRAMMABLE CALCULATOR MAY BE USED FOR PART IV, ACCOUNTING, ONLY.

15% I. Principles and procedures
- A. Theory and classification of accounts
  - 1. Assets
  - 2. Liabilities
  - 3. Owners' and stockholders' equity
  - 4. Revenue, expense, and income
- B. Accounting cycle
  - 1. Analyzing transactions and recording
  - 2. Posting
  - 3. Trial balance
  - 4. Work sheet
  - 5. Financial statements
  - 6. Adjusting and closing entries
  - 7. Post-closing trial balance

55% II. Balance sheet accounts
- A. Accounting for cash receipts and disbursements
  - 1. Cash receipts
    - a. Cash receipts
    - b. Internal controls
  - 2. Cash disbursements
    - a. Cash disbursements records
    - b. Trade and cash discounts
    - c. Imprest petty cash
      - (1) Establishing petty cash fund
      - (2) Replenishing petty cash fund
      - (3) Reconciling petty cash
    - d. Types of checks and check registers
    - e. Voucher system and the recording of accounts payable
    - f. Internal controls
  - 3. Bank statements and cash balance
    - a. Reconciliation
    - b. Detection and correction of errors
    - c. Journal entries to record reconciling items
- B. Accounting for investments
  - 1. Real estate
  - 2. Bonds and interest income
  - 3. Stocks and dividend income

Items

C. Inventories
   1. Pricing
      a. Last In - First Out (LIFO)
      b. First In - First Out (FIFO)
      c. Weighted Average
   2. Applying lower of cost or market theory
   3. Determining cost of goods sold
   4. Evaluating effect of inventory on net income
D. Property, plant and equipment records
   1. Acquisition costs
   2. Allocation of costs (depreciation, depletion)
   3. Replacements and repairs
   4. Disposition of property items
   5. Price-level indexing
E. Other assets
   1. Receivables
      a. Notes receivable
         (1) Interest and non-interest bearing
         (2) Discounting
      b. Accounts receivable and bad debts
   2. Prepaid expenses
   3. Intangible assets and amortization
F. Debt equities (liabilities)
   1. Short-term obligations
      a. Notes payable (types)
         (1) Interest bearing (simple and add-on interest)
         (2) Non-interest bearing
         (3) Term
         (4) Installment
      b. Accounts payable
      c. Accruals
   2. Long-term obligations
      a. Notes
      b. Mortgages
      c. Bonds
G. Owner's equity
   1. Proprietorship and partnership
   2. Capital stock (rights and responsibilities)
      a. Preferred and common stock
         (1) Characteristics
         (2) Recording the issue or retirement (par, no-par)
         (3) Dividend payments
      b. Treasury stock
      c. Securities markets
         (1) Stock exchanges
         (2) Private placement

Items

3. Retained earnings
   a. Appropriated
   b. Unappropriated

7% III. Income statement accounts
- A. Revenues
- B. Expenses
  1. Operating (payroll, payroll taxes, insurance)
  2. Federal individual income taxes
     a. Ordinary income/loss
     b. Capital gains/losses
     c. Deductions (business/personal)
  3. H.E.A.R.T. (Jamaican candidates only)

10% IV. Analysis and interpretation of financial statements
- A. Balance sheet
- B. Operating statements
- C. Retained earnings statement
- D. Statement of changes in financial position (funds flow)
- E. Cash flow statements
- F. Comparative statements
- G. Ratios, percentages, and turnovers

3% V. Insurance (types)
- A. Property
- B. Casualty
- C. Life and health
- D. Fidelity and surety insurance bonds
- E. Co-insurance
- F. Insurance record maintenance

10% VI. Managerial accounting
- A. Cost analysis
  1. Determining unit costs
  2. Variable and fixed costs
  3. Breakeven charts (cost-volume-profit analysis)
     a. Construction
     b. Use and interpretation
- B. Budgets
  1. Types
  2. Factors considered in preparation
  3. Budget variation and analysis
- C. Forecasting
  1. Types
  2. Factors considered in preparation
  3. Pro-forma statements

Part V

OFFICE ADMINISTRATION AND COMMUNICATION

Items: 120 **Time: 120 Minutes**

Items Part V measures the secretary's proficiency in office administration and communication. This part of the examination consists of 50% office administration covering subject matters unique to the secretary's position such as executive travel, office management, records management, and reprographics; and 50% written business communication, editing, abstracting, and preparing communications in final format.

NOTE: BOTH KNOWLEDGE AND APPLICATION ITEMS IN PART V ARE TESTED BY OBJECTIVE (MULTIPLE CHOICE) QUESTIONS. RAPID NOTE TAKING ABILITY, FORMATTING, AND TYPEWRITING ABILITY ARE PREREQUISITE SKILLS BUT ARE NOT DEMONSTRATED BY RECORDING NOTES AND TRANSCRIBING ON A TYPEWRITER.

DICTIONARIES, REFERENCE MANUALS, AND OTHER REFERENCE MATERIALS MAY NOT BE USED FOR THIS EXAMINATION.

50% I. Office Administration

3%-8% A. Executive travel

1. Preparation of itinerary
   a. Source books
   b. Travel agencies and in-house travel departments
   c. Organization of materials for trip
2. Type of travel
   a. Domestic
   b. International
   c. Ground transportation
3. Documents and credentials
   a. Passport
   b. Visa
   c. Special requirements
4. Travel reservations
   a. Transportation reservations
   b. Hotel reservations
   c. Reservations for special facilities
   d. Company policy on travel
   e. Executive's preferences
5. Secretary's role in executive's absence
   a. Understanding limits of authority
   b. Communicating with executive
   c. Preparing materials to be handled on executive's return

Items		
		6. Follow-up activities
		a. Expense reports
		b. Special reports
		c. Correspondence
10%-15%	B.	Office management
		1. Planning
		a. Establishing priorities
		b. Managing time effectively
		c. Coordinating with other office personnel
		2. Organizing
		a. Organizing support personnel
		b. Organizing work
		c. Establishing work procedures
		3. Supervising
		a. Staffing
		b. Controlling
5%-10%	C.	Work simplification
		1. Analyzing functions and processes
		2. Designing systems
		3. Implementing systems
10%-15%	D.	Records management
		1. Analyzing records and record systems
		a. Classifying records
		b. Creating, using, retaining, and disposing of records
		2. Designing and controlling records
		a. Forms development
		b. Forms management
		3. Filing procedures for manual systems
		a. Designing filing systems
		b. Organizing and maintaining filing systems
2%-4%	E.	Reference materials
		1. Research facilities available
		2. Books and references available
3%-8%	F.	Conferences and meetings
		1. Planning and organizing meetings
		2. Conducting meetings
		a. Using meeting time effectively
		b. Using proper parliamentary procedures
		3. Preparing and using audiovisual aids
		4. Preparing minutes
3%-8%	G.	Reprographics management
		1. Determining reprographic needs
		2. Organizing reprographic systems
		3. Controlling reprographic systems

Items	
50%	II. Communication
20%-25%	A. Composing communications
	1. Fundamentals of writing
	a. Effective word selection
	(1) Positive language
	(2) Tone
	(3) Familiar words
	(4) Concrete language
	(5) Active words
	(6) Contemporary words and expressions
	(7) Sex-fair language
	b. Effective sentence and paragraph construction
	(1) Coherence
	(2) Emphasis
	(3) Unity
	(4) Conciseness
	(5) Variety
	(6) Clarity
	(7) Accuracy
	c. Development of goodwill
	(1) Considerateness
	(2) Empathy
	(3) Courtesy
	(4) Sincerity
	(5) Respect
	2. Business letters
	a. Positive letters - letters that say yes
	b. Routine or neutral letters - letters that exchange information
	c. Negative letters - letters that say no
	d. Persuasive
	e. Form letters
	(1) Personalized repetitive letters
	(2) Letters with variable information
	(3) Letters from form paragraphs
	3. Interoffice communications
	a. Memoranda
	b. Informal or short reports
	4. Business reports
	a. Planning and designing the report
	b. Collecting data
	c. Analyzing data
	d. Reporting findings and drawing conclusions
	e. Organizing the report
	f. Writing the report
15%-20%	B. Editing communications
	1. Proofreading
	a. Techniques
	b. Use of proofreader's marks

Items		
		2. Editing for technical correctness
		a. Grammar and word usage
		b. Punctuation
		c. Capitalization
		d. Format and appearance
		e. Consistent style
		f. Spelling and typing accuracy
		g. Proper usage of numbers
		3. Editing for application of writing fundamentals
		a. Effective word selection
		b. Effective sentence and paragraph construction
		c. Tone, goodwill, considerateness, and writing style
		d. Editing for organization
		e. Editing for completeness and content accuracy
2%- 5%	C.	Abstracting communications
		1. Techniques
		a. Photocopying and highlighting key points
		b. Preparing a summary of key points
		2. Effective abstracts
		a. Concise summary of all key points
		b. Relevant
		c. Reports all major conclusions
		d. Complete documentation
		e. Level of language consistent with original document
		f. Easy-to-read format
5%-10%	D.	Preparing communications in final format
		1. Business letter format
		a. Letter style
		(1) Block
		(2) Modified block
		(3) Simplified
		b. Punctuation style
		(1) Open
		(2) Mixed
		2. Envelope style
		a. Conventional
		b. Computer style
		c. OCR requirements
		3. Memoranda format
		4. Business report format
		a. Physical layout
		b. Headings
		c. Pagination
		d. Documentation
		e. Graphics
		5. Statistical data format
		a. Tables within text
		b. Tables independent of text

Items

6. Other communications
   a. Minutes
   b. News release
   c. Itinerary
   d. Outline
   e. Speech

Part VI

OFFICE TECHNOLOGY

Items: 120 **Time: 105 Minutes**

Items This part applies to the secretary's understanding and responsibilities related to information processing, including word and data processing, telecommunications, reprographics and records management technology, and integrated office systems. Concepts, applications, and considerations, such as ergonomics, for the use of technology are included.

10%-15%

I. Ergonomics
   A. Rationale for ergonomics
   B. Understanding of health hazards
   C. Ergonomic factors
   D Office layout and workstation design
   E. Office furniture and equipment procurement

20%-25%

II. Word Processing
   A. People/career paths
   B. Technology
      1. Specialized WP equipment
      2. Microcomputers
   C. Procedures
   D. Integration with other systems
   E. Desktop publishing

15%-20%

III. Data Processing
   A. The data processing cycle
   B. Data processing technology
      1. Types of computer systems and their general uses
         a. Mainframe
         b. Minicomputer
         c. Microcomputer
      2. Input/output devices
      3. Types of application software, such as spreadsheet, database, etc., and their uses

Items

C. Concepts and application
   1. Operation modes, e.g. real time, batch processing, etc.
   2. Integration with other office systems
   3. Networking

20%-25% IV. Communication technology
- A. Telephone communications
  - 1. Telephone services
  - 2. Switching systems
  - 3. Telephone equipment, including answering machines
- B. Interoffice systems
  - 1. Automated systems
  - 2. Courier services, such as Federal Express, Express Mail, etc.
  - 3. Intercom systems
- C. Telecommunications
  - 1. Voice transmission
    - a. Voice message systems
    - b. Voice recognition
  - 2. Data transmission
  - 3. Document transmission
  - 4. Voice-Data Private Branch Exchange (PBX)
- D. Teleconferencing and Telecommuting
  - 1. Methods
  - 2. Implications for secretaries
- E. Electronic mail
  - 1. Facsimile transmission
  - 2. Computer-based message systems
  - 3. Communicating word processing systems
  - 4. Electronic computer-originated mail
- F. Networks
  - 1. Global networks
  - 2. Videotex
  - 3. Local Area Network
  - 4. Bulletin boards

10%-15% V. Records management technology
- A. Automated record systems
- B. Forms of storage and their use
  - 1. Paper
  - 2. Microforms
  - 3. Digital
- C. Equipment
- D. Computer data banks
- E. Legal considerations
- F. Control

Items

5%-10% VI. Reprographics technology
- A. Copying/duplicating systems
  - 1. Convenience copiers
  - 2. Intelligent copier/printers, including laser printers
- B. Phototypesetting and composition systems
- C. Imaging systems
- D. Finishing processes, such as binding, stapling, etc.
- E. Control

5%-10% VII. Integration and merging of functions
- A. Concepts and application
- B. Interfacing equipment
- C. Integrated software
- D. Implications for the future

1989 CPS BIBLIOGRAPHY

Part I

BEHAVIORAL SCIENCE IN BUSINESS

In addition to reading appropriate articles in periodicals, study sections of current textbooks covering an understanding of psychology, human relations, group dynamics, and leadership.

Ivancevich, John M., and Michael T. Matteson. ORGANIZATIONAL BEHAVIOR AND MANAGEMENT. Plano: Business Publications, Inc.

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Schermerhorn, John T.; R. Julian Cattaneo; and Robert E. Smith. MANAGEMENT FOR PRODUCTIVITY. Toronto: John Wiley & Sons Canada Limited.

Spear, Peter D.; Steven D. Penrod; and Timothy B. Baker. PSYCHOLOGY: PERSPECTIVES ON BEHAVIOR. New York: John Wiley & Sons.

Part II

BUSINESS LAW

A. In addition to appropriate articles in periodical literature, <u>read the latest edition of at least one of the following for a basic background in law</u>:

Anderson, Ronald A. BUSINESS LAW, UCC COMPREHENSIVE VOLUME. Cincinnati: South-Western Publishing Co.

Ashcroft, John D. and Janet E. Ashcroft. COLLEGE LAW FOR BUSINESS. Cincinnati: South-Western Publishing Co.

Clarkson, Kenneth, et al. WEST'S BUSINESS LAW. St. Paul: West Publishing Co.

Corley, Shedd and Holmes. PRINCIPLES OF BUSINESS LAW. Englewood Cliffs: Prentice-Hall.

Goodwin, John. BUSINESS LAW: PRINCIPLES, DOCUMENTS & CASES. Homewood: Richard D. Irwin, Inc.

Howell, Rate A., et al. STUDY GUIDES to accompany BUSINESS LAW: TESTS & CASES. Hinsdale: Dryden Press (division of Holt, Rinehart and Winston, Inc.).

Lieberman and Siedel. BUSINESS LAW AND THE LEGAL ENVIRONMENT. New York: Harcourt Brace Jovanovich, Inc.

Lusk, Harold F., et al. BUSINESS LAW AND THE REGULATORY ENVIRONMENT: CONCEPTS & CASES. UCC Edition. Homewood: Richard D. Irwin, Inc.

Roszkowski, Mark E. BUSINESS LAW PRINCIPLES, CASES, AND POLICY. Boston: Little, Brown and Company.

Part III

ECONOMICS AND MANAGEMENT

In addition to appropriate articles in current periodical literature, study the latest edition of at least one of the following in each of the categories listed below:

A. Economics

Amacher, Ryan C., et al. PRINCIPLES OF ECONOMICS. Cincinnati: South-Western Publishing Co.

McConnell, Campbell R. ECONOMICS. New York: McGraw-Hill Book Co.

B. Management

Beach, Dale S. PERSONNEL, THE MANAGEMENT OF PEOPLE AT WORK. New York: Macmillan Publishing Co., Inc.

Fulmer, Robert M. THE NEW MANAGEMENT. New York: Macmillan Publishing Co., Inc.

Koontz, Harold and Robert M. Fulmer. A PRACTICAL INTRODUCTION TO BUSINESS. Homewood: Richard D. Irwin, Inc.

Koontz, Harold, Cyril O'Donnell and Heinz Weihrich. ESSENTIALS OF MANAGEMENT. New York: McGraw-Hill Book Co.

Werther, Jr., William B. and Keith Davis. PERSONNEL MANAGEMENT AND HUMAN RESOURCES. New York: McGraw-Hill Book Co.

Part IV

ACCOUNTING

For a thorough preparation in principles of accounting, STUDY the latest edition of at least one or more of the following sources:

Edwards, James D., et al. FINANCIAL ACCOUNTING, A PROGRAMMED TEXT. Homewood: Richard D. Irwin, Inc.

Fess and Warren. ACCOUNTING PRINCIPLES. Cincinnati: South-Western Publishing Co.

Helmkamp, Imdieke, and Smith. PRINCIPLES OF ACCOUNTING. New York: John Wiley & Sons, Inc.

Hermanson, Roger H., et al. ACCOUNTING PROCEDURES. Plano: Business Publications, Inc.

Meigs, Walter B. and Robert F. Meigs. ACCOUNTING: THE BASIS FOR BUSINESS DECISIONS. New York: McGraw-Hill Book Co.

Needles, Anderson, and Caldwell. PRINCIPLES OF ACCOUNTING. Boston: Houghton Mifflin Co.

Pyle, William W., et al. FUNDAMENTAL ACCOUNTING PRINCIPLES. Homewood: Richard D. Irwin, Inc.

Reynolds, Sanders, and Hillman. PRINCIPLES OF ACCOUNTING. New York: CBS College Publishing Co.

Williams, Stanga, and Holder. INTERMEDIATE ACCOUNTING. New York: Harcourt Brace Jovanovich.

Part V

OFFICE ADMINISTRATION AND COMMUNICATION

Review the latest edition of at least one of the following books in each category listed:

A. Office Administration and Office Management (Emphasis on Technological Application)

Hanna, J. Marshall, Estelle L. Popham, and Rita S. Tilton. SECRETARIAL PROCEDURES AND ADMINISTRATION. Cincinnati: South-Western Publishing Co.

Jennings, Lucy Mae. SECRETARIAL AND ADMINISTRATIVE PROCEDURES. Englewood Cliffs: Prentice-Hall, Inc.

Keeling, B. Lewis and Norman F. Kallaus. ADMINISTRATIVE OFFICE MANAGEMENT. Cincinnati: South-Western Publishing Co.

Smith, Harold T., William H. Baker, and Marvin P. Evans. THE ADMINISTRATIVE MANAGER. Chicago: Science Research Associates, Inc.

Stallard, John J. and George R. Terry. OFFICE SYSTEMS MANAGEMENT. Homewood: Richard D. Irwin, Inc.

B. Records Management (Emphasis on Technological Application)

Johnson, Mina M. and Norman F. Kallaus. RECORDS MANAGEMENT. Cincinnati: South-Western Publishing Co.

Place, Irene and David Hyslop. RECORDS MANAGEMENT: CONTROLLING BUSINESS INFORMATION. Reston: Reston Publishing Co.

C. Composing Communications

Hatch, Richard. BUSINESS COMMUNICATION: THEORY AND TECHNIQUE. Chicago: Science Research Associates, Inc.

Himstreet, William C. and Wayne M. Baty. BUSINESS COMMUNICATION. Boston: Kent Publishing Co.

Lesikar, Raymond V. BASIC BUSINESS COMMUNICATION. Homewood: Richard D. Irwin, Inc.

D. Editing Communications

Clark, James L. and Lyn R. Clark. HOW 4 - A HANDBOOK FOR OFFICE WORKERS. Boston: Kent Publishing Co.

House, Clifford R. and Kathie Sigler. REFERENCE MANUAL FOR OFFICE PERSONNEL. Cincinnati: South-Western Publishing Co.

Whalen, Doris H. THE SECRETARY'S HANDBOOK. New York: Harcourt Brace Jovanovich, Inc.

E. Format

Duncan, C. H., S. E. Warner, T. E. Langford, and Susie H. VanHuss. COLLEGE KEYBOARDING/TYPEWRITING. Cincinnati: South-Western Publishing Co.

Mitchell, William M., James E. LaBarre, and K. A. Mach. KEYBOARDING: A MASTERY APPROACH. Chicago: Science Research Associates.

Part VI

OFFICE TECHNOLOGY

Review the latest edition of at least one of the following books in each category listed:

A. General Office Automation and Office Management (including Ergonomics, Reprographics, and Communications Technology)

Hanna, J. Marshall, Estelle L. Popham, and Rita S. Tilton. SECRETARIAL PROCEDURES AND ADMINISTRATION. Cincinnati: South-Western Publishing Co.

Keeling B. Lewis and Norman F. Kallaus. ADMINISTRATIVE OFFICE MANAGEMENT. Cincinnati: South-Western Publishing Co.

Smith, Harold T., William Baker, Mary Sumner, and A. J. Bate. AUTOMATED OFFICE SYSTEMS MANAGEMENT. New York: John Wiley & Sons, Inc.

Tedesco, Eleanor Hollis and Robert B. Mitchell. ADMINISTRATIVE OFFICE SYSTEMS MANAGEMENT. New York: John Wiley & Sons, Inc.

Wagoner, Kathleen P. and Mary Ruprecht. INTEGRATED OFFICE SYSTEMS: A MANAGEMENT APPROACH. New York: John Wiley & Sons, Inc.

B. Word Processing and The Automated Office

Bergerud, Marly and Jean Gonzalez. WORD/INFORMATION PROCESSING CONCEPTS OF OFFICE AUTOMATION. New York: John Wiley & Sons, Inc.

Casady, Mona. WORD/INFORMATION PROCESSING CONCEPTS. Cincinnati: South-Western Publishing Co.

Fruehling, Rosemary T. and Constance K. Weaver. ELECTRONIC OFFICE PROCEDURES. New York: McGraw-Hill Book Co.

Popyk, M. K. WORD PROCESSING AND INFORMATION SYSTEMS: A PRACTICAL APPROACH TO CONCEPTS. New York: McGraw-Hill Book Co.

Rosen, Arnold. OFFICE AUTOMATION AND INFORMATION SYSTEMS. Columbus: Merrill Publishing Co.

C. Data Processing and Communication Technology

Adams, David R. and Gerald E. Wagner. COMPUTER INFORMATION SYSTEMS: AN INTRODUCTION. Cincinnati: South-Western Publishing Co.

Bergerud, Marly, Thomas Keller and Visual Education Corp. COMPUTERS FOR MANAGING INFORMATION. New York: John Wiley & Sons Inc.

Dologite, D. G. USING COMPUTERS. Englewood Cliffs, NJ: Prentice-Hall Publishing.

Robichaud, Beryl, Eugene Muscat, and Alix-Marie Hall. INTRODUCTION TO INFORMATION PROCESSING. New York: McGraw-Hill Book Co.

Sanders, D. H. COMPUTERS TODAY. New York: McGraw-Hill Book Co.

D. Records Management

Johnson, Mina M. and Norman F. Kallaus. RECORDS MANAGEMENT. Cincinnati: South-Western Publishing Co.

Ricks, Dr. Betty R. and Dr. Kay F. Gow. INFORMATION RESOURCE MANAGEMENT. Cincinnati: South-Western Publishing Co.

Stewart, Jeffrey R. and Judy Greene. RECORDS AND DATABASE MANAGEMENT. New York: McGraw-Hill Book Co.

Wallace, Patricia, D. Schubert, J. Lee, and V. Thomas. RECORDS MANAGEMENT: INTEGRATED INFORMATION SYSTEMS. New York: John Wiley & Sons, Inc.

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